



## **Judicial Council of Georgia Administrative Office of the Courts JOB ANNOUNCEMENT**

### **Customer Service Representative I (Part-Time)**

**Recruitment Period:** Submit resume by **January 25, 2019**

**Number of Positions:** One (1) position

**FLSA Status:** Non-Exempt

**Salary:** \$8.00 – \$11.50/hr.

**Position Location:** Fulton

#### **Job Description**

The Administrative Office of the Courts seeks a part-time Customer Service Representative within the Judicial Services' Division. Under limited supervision of the Program Manager, performs a diverse set of activities relating to the certification and licensing of court professionals and officials through the Georgia Courts Registrar. Provides general office assistance, technical and customer service support, and acts as an application administrator. This position involves regular interaction with judges, attorneys, court professionals and personnel, and agency employees. Requires knowledge of related program business activities and superior interpersonal skills.

#### **Job Duties and Responsibilities**

##### **Technical and Customer Service Support**

1. Serves as initial point of contact for external Registrar customers: court reporters, court interpreters, neutrals, and municipal judges and clerks; responds to questions and guides customers in using the Registrar; troubleshoots issues and problems; provides accurate information regarding certification requirements.
2. Provides telephone, email, and in person support daily to respond to customer needs; strives to minimize customer wait time; refers callers to appropriate resources to enhance use of the Registrar.
3. Records pertinent information about support calls into service tracking system to document performance and formulate database for management; identifies and alerts Operations Manager and program staff about technical and administrative issues.
4. As needed, provides front desk reception support as initial point of contact for the Judicial Council/Administrative Office of the Courts.

##### **Application Administrator**

1. Reviews user data entries to confirm and approve profile, questionnaire, continuing education and payment information according to established business rules; transmits and monitors automated and manual email communications to assist users to completion of registration and certification; regularly checks dashboard and other tools to identify user status and needs.
2. Logs user and administrator issues to capture information relating to potential process and application enhancements; advises Operations Manager about observations, experiences and suggestions.

**Collaboration and Teamwork**

1. Performs work in team environment to ensure clear and results-based communication with Office of Court Professionals program staff and affiliated agencies.
2. Executes other related tasks and assignments as directed by supervising authority.

**General Assistance**

1. As needed, performs general administrative tasks for Judicial Services.

**Technical Competencies**

- Ability to learn programs, procedures and resource information
- Ability to provide excellent customer service
- Ability to listen, understand and exchange information clearly and concisely
- Ability to communicate effectively, both orally and in writing
- Ability to identify and maintain appropriate logs/records of activities
- Ability to research information in computer databases
- Ability to identify customer's root issues and provide satisfactory resolution

**Minimum Qualifications**

- High School Diploma or equivalent
- Proficiency in Microsoft Office Suite (Word, Excel, Access)
- Six months experience handling customer questions, complaints, or providing information

**Preferred Qualifications**

- Bachelor's degree in public or business administration, criminal justice or a related field; or an equivalent combination of education and experience
- Knowledge of Georgia Courts Registrar programs, procedures and resource information
- Knowledge of Georgia court system

**To apply:**

Applicants must submit a resume to [resume@georgiacourts.gov](mailto:resume@georgiacourts.gov) by close of business January 25, 2019. This position is subject to close at any time once a satisfactory applicant pool has been established.

Subject line **MUST** include: Customer Service Rep.

**Additional Information:**

Selected candidate will be required to pass a background investigation as a condition of employment. Items that may be examined in a background check include but are not limited to: criminal records, fingerprint records, education records, past employers, state licensing/certification records, and driving records.

Due to the volume of applications received, we are unable to provide information on application status by phone or email. All qualified applicants will be considered but may not necessarily receive an interview. Selected applicants will be contacted by the hiring manager to complete next steps in the hiring process.

Applicants who require accommodations for the interview process should contact [resume@georgiacourts.gov](mailto:resume@georgiacourts.gov) or call 404-463-0638. The JC/AOC will attempt to meet reasonable accommodation requests whenever possible.